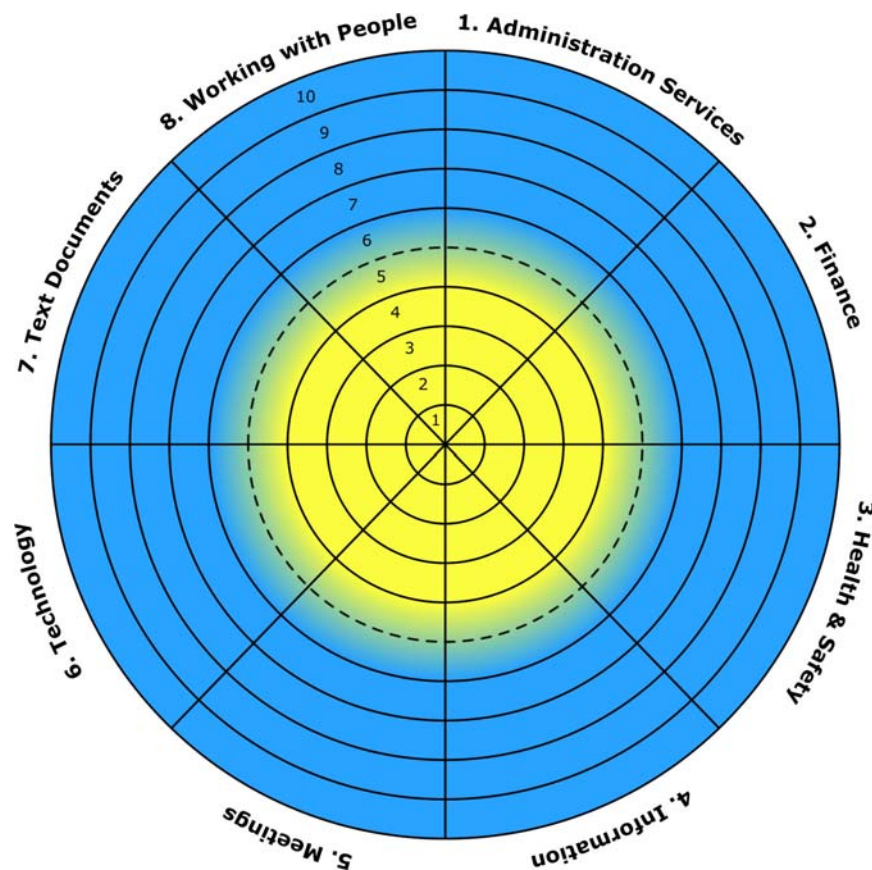


An Apprentice's Potential: Diagnostic Wheel



Purpose:

An essential aspect of initial assessment is to find out as much as you can about the level of S/NVQ that an apprentice should first aim for. This wheel gives you the opportunity to do some first level analysis in a way that results in a simple diagram that you, the apprentice and the employer can understand. It also provides you with an analysis of the individual apprentice which you can compare with the wheel which has been completed by the employer, which analyses the job role being offered by the organisation.

How to complete the wheel:

The segments of the wheel represent the 8 major areas of work covered in the optional units of the S/NVQ in Business & Administration at Levels 2 and 3.

For each of the areas of work below, shade in the corresponding segment of the circle, from the centre of the circle to the appropriate line. For example, if for Area 1 (Administrative Services) you think that you/the apprentice can do everything needed for a score of 5, then shade Segment 1 in to the line marked "5".

Do this for each of the 8 areas.

You will end up, probably, with a “bumpy wheel”. If most of the segments of the wheel are in the outer ring, then the job is predominantly at Level 3. If the wheel is fairly small and focussed mainly on areas under 5, then the individual is experienced or functioning at Level 2. Scores between 1 and 5 or 5 and 10 may indicate areas where you can have further discussions about the extent to which the individual needs support to develop these skills to a higher level.

The Apprentice Potential Statements for each Segment of the Wheel

Administrative Services

Score	Statement
0 – 5	The apprentice can manage diary systems, organise business travel and accommodation and use a telephone system by making and receiving calls and deal with message systems.
5 – 10	At this level, the apprentice can also provide and maintain office equipment, resources and facilities to meet the needs of users and procure products and services to support the achievement of goals and objectives.

1. Finance

Score	Statement
0 – 5	The apprentice can process customers' financial information by receiving, making and monitoring customer payments and can operate credit control procedures by assessing non-payments and taking action to recover monies due.
5 – 10	At this level, the apprentice can also manage the payroll function and complete year-end procedures.

2. Health & Safety

Score	Statement
0 – 5	The apprentice is aware of the basic requirements of Health and Safety legislation, is able to identify hazards and risks in their own area of work, and knows who to turn to for help and information.
5 – 10	In addition, the apprentice can take a more responsible role, knows how to monitor the situation regularly, and has the experience to take remedial action where appropriate or to pass more serious matters on.

3. Information

Score	Statement
0 – 5	The apprentice can store and retrieve information from basic paper or electronic filing systems and databases.
5 – 10	At this level, the apprentice can also monitor and improve the way in which information is stored.

4. Meetings

Score	Statement
0 – 5	The apprentice can prepare for and support meetings and assist with follow-up activities.
5 – 10	At this level, the apprentice can also plan for meetings and present information to an audience and deal with their questions.

5. Technology

Score	Statement
0 – 5	The apprentice is comfortable with a keyboard or computer, can enter straightforward data into a database, and undertake basic word processing.
5 – 10	In addition, the apprentice can make more advanced use of software packages, use databases for organising information, or word processing software for integrating information and producing documents.

6. Text Documents

Score	Statement
0 – 5	The apprentice can prepare text from notes (40 wpm), shorthand (60 wpm) or recorded audio instructions (50 wpm) and produce high quality documents to agreed specifications.
5 – 10	The apprentice can prepare text from notes (60 wpm), shorthand (80 wpm) or recorded audio instructions (70 wpm) and design as well as produce high quality documents to agreed specifications.

7. Work with People

Score	Statement
0 – 5	The apprentice can work well alongside other people, taking their needs into account, keeping them informed, and working to agreed deadlines etc.
5 – 10	In addition the apprentice can support other people within their immediate working team, taking some responsibility for giving them feedback about their work and performance, and helping them to think of ways of improving their performance.